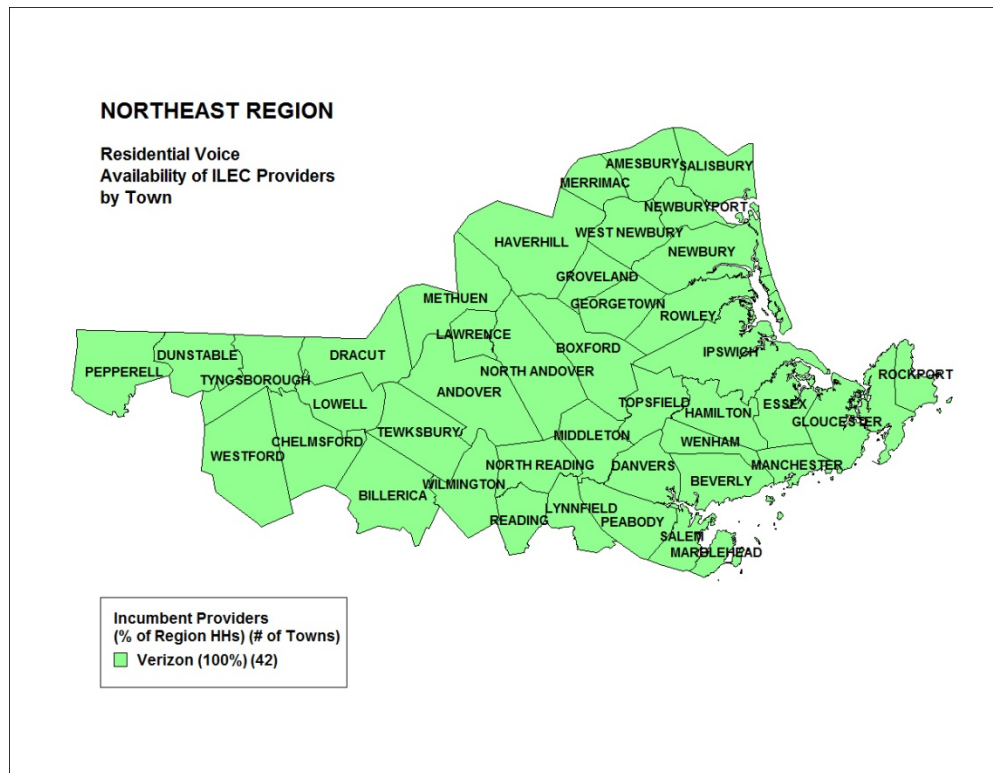


## Northeast

### I. Residential Voice

**Figure NE-1: Availability of ILEC Voice Providers, by Town, December 2008**



**Figure NE-2: Availability of Cable Voice Providers, by Town, December 2008**

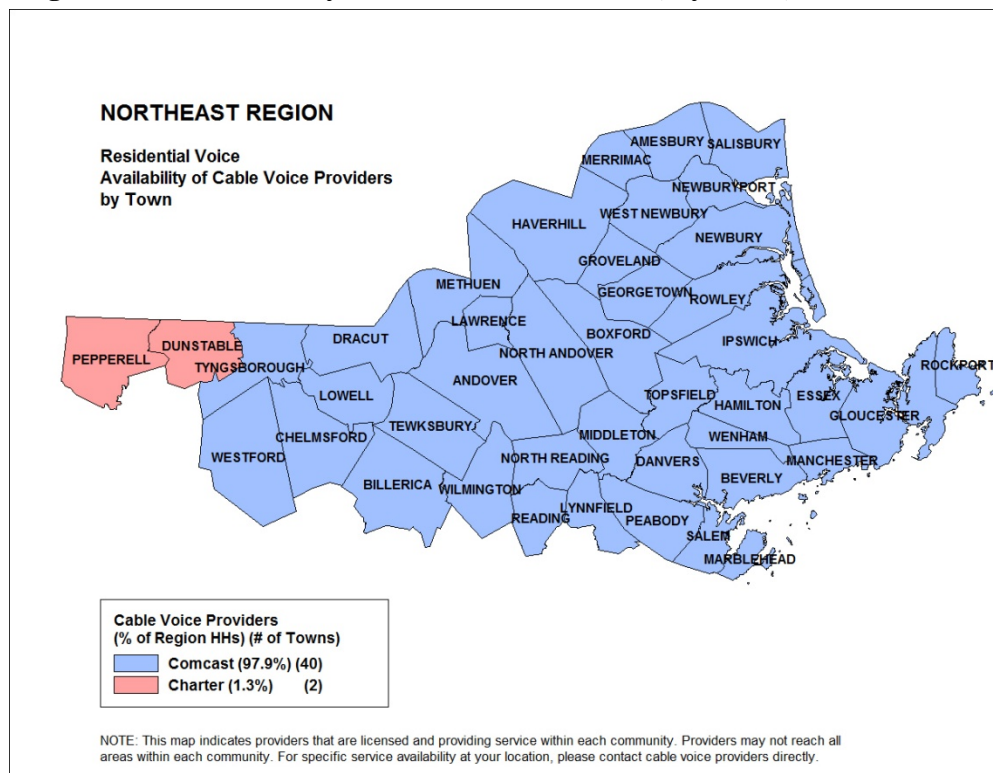


Figure NE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

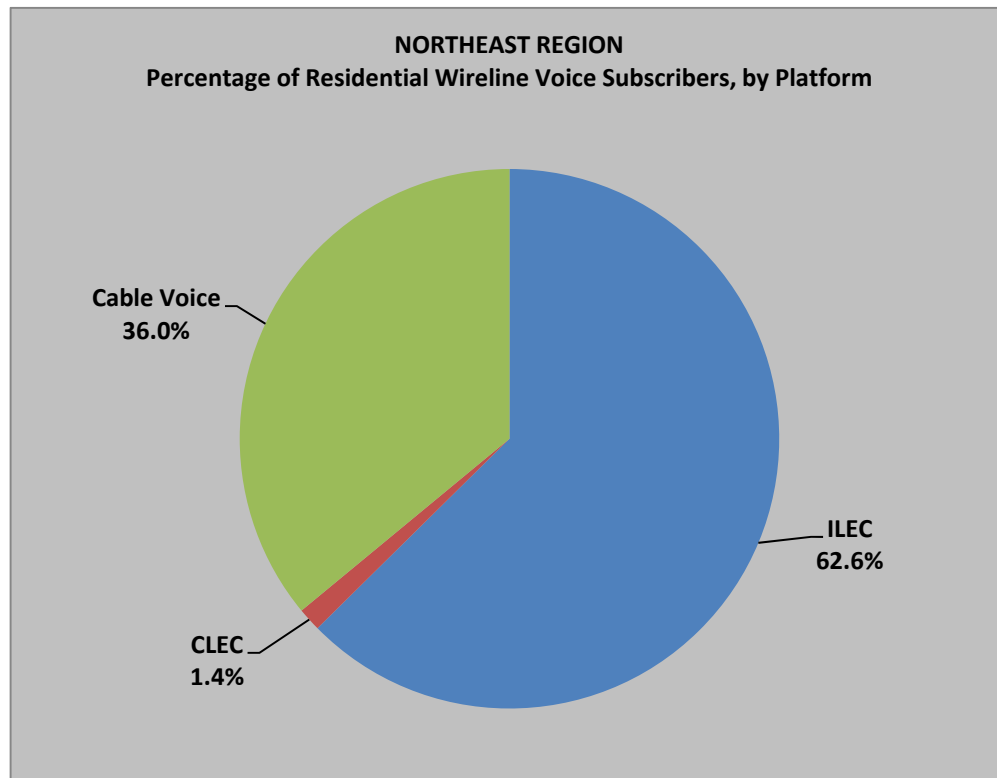
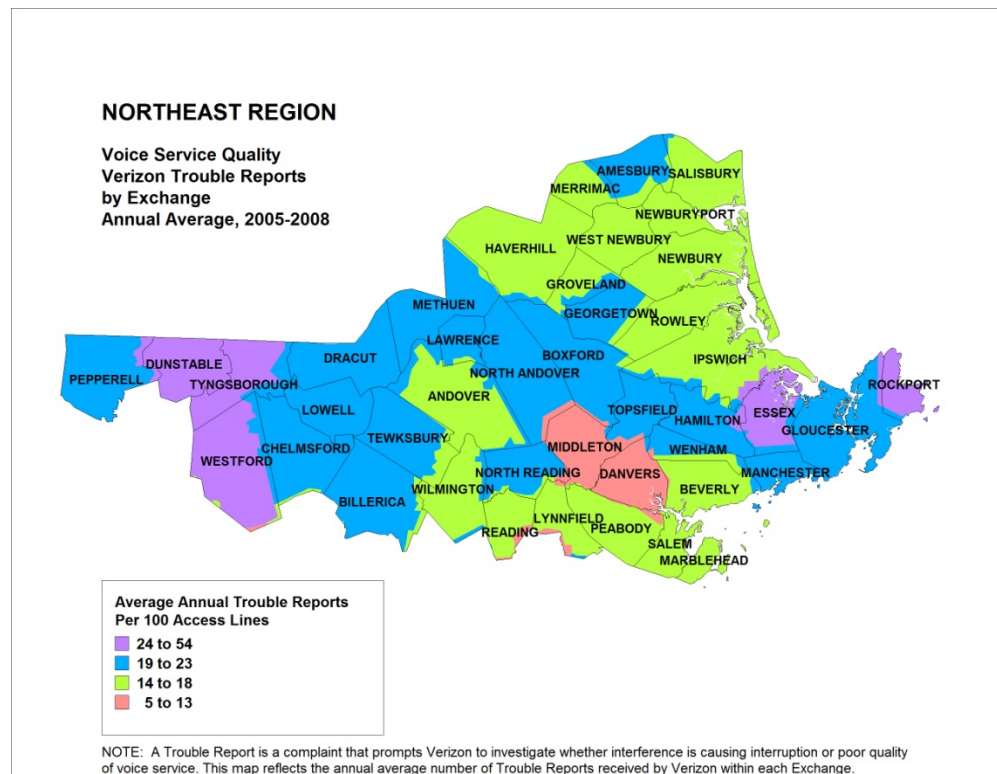
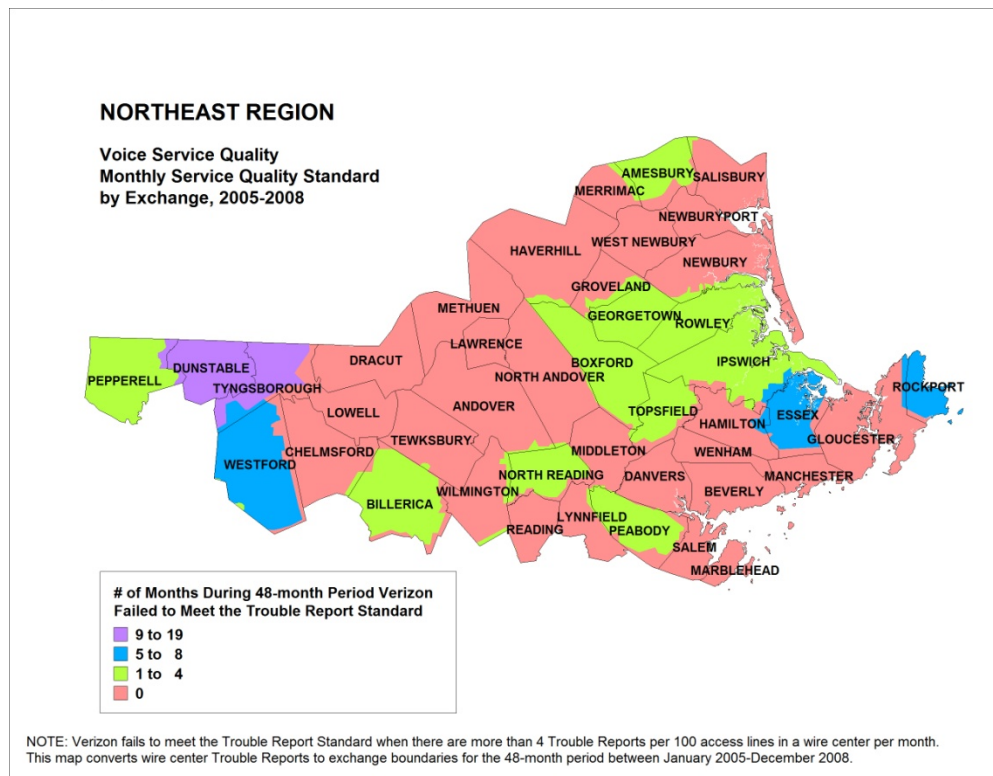


Figure NE-4: Verizon's Average Annual Trouble Reports, 2005-2008



**Figure NE-5: Verizon's Monthly Service Quality Standard, 2005-2008**

## II. Business Voice

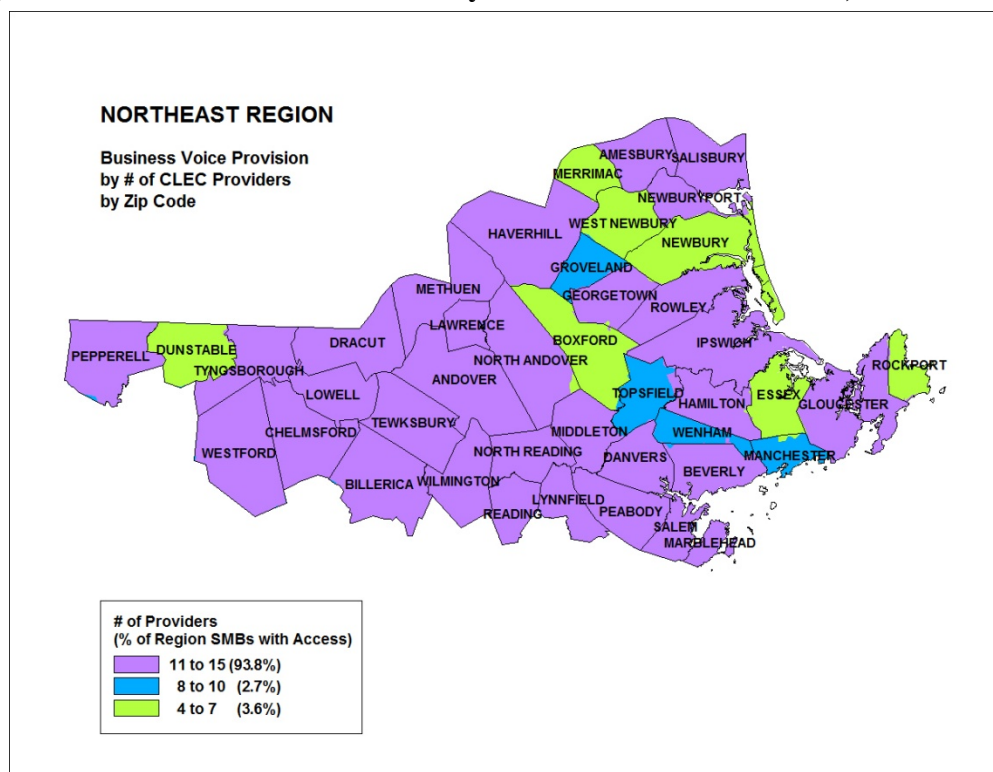
**Figure NE-6: Business Voice Provision by Number of CLEC Providers, December 2007**

Figure NE-7: Business Voice Provision by Number of Resale Providers, December 2007

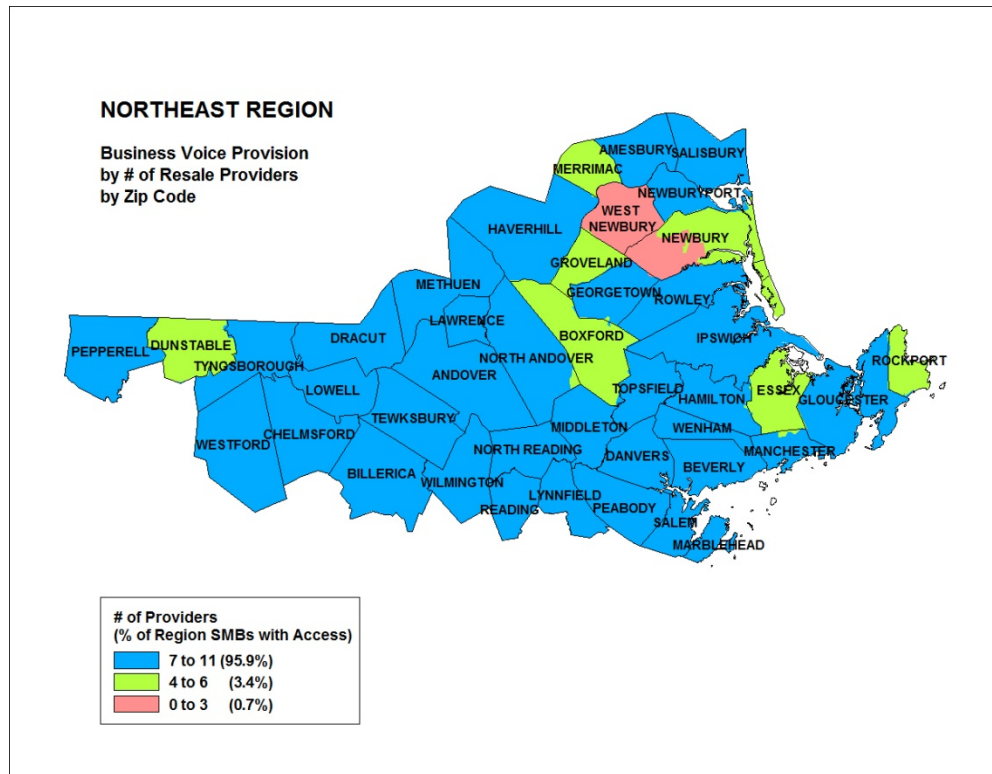


Figure NE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

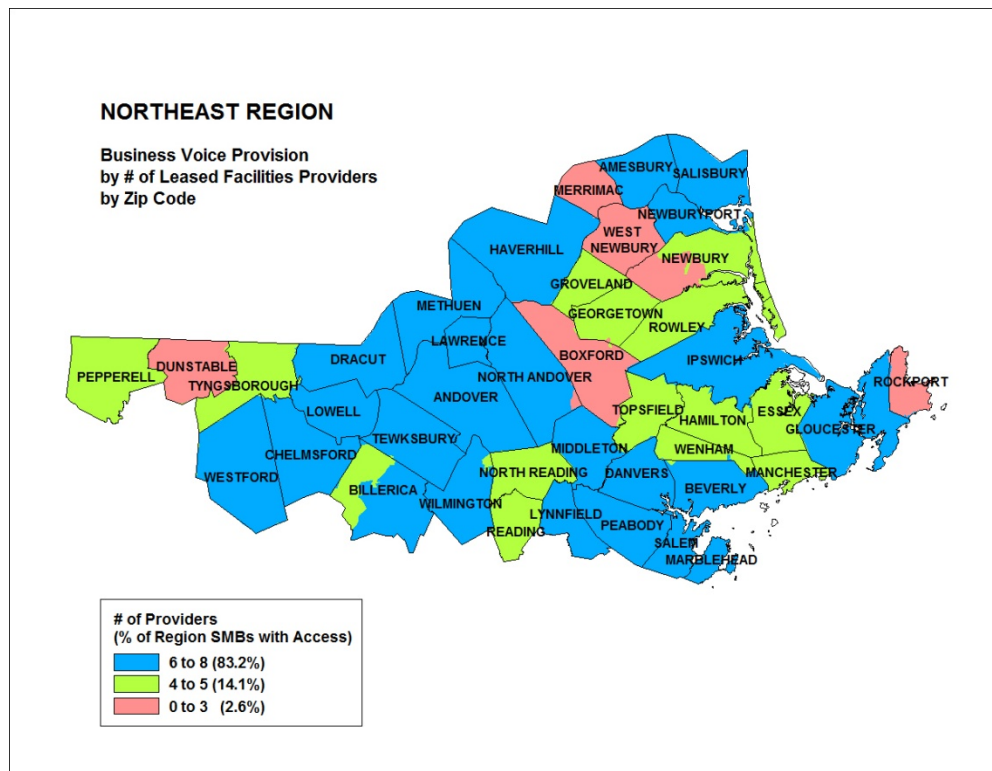
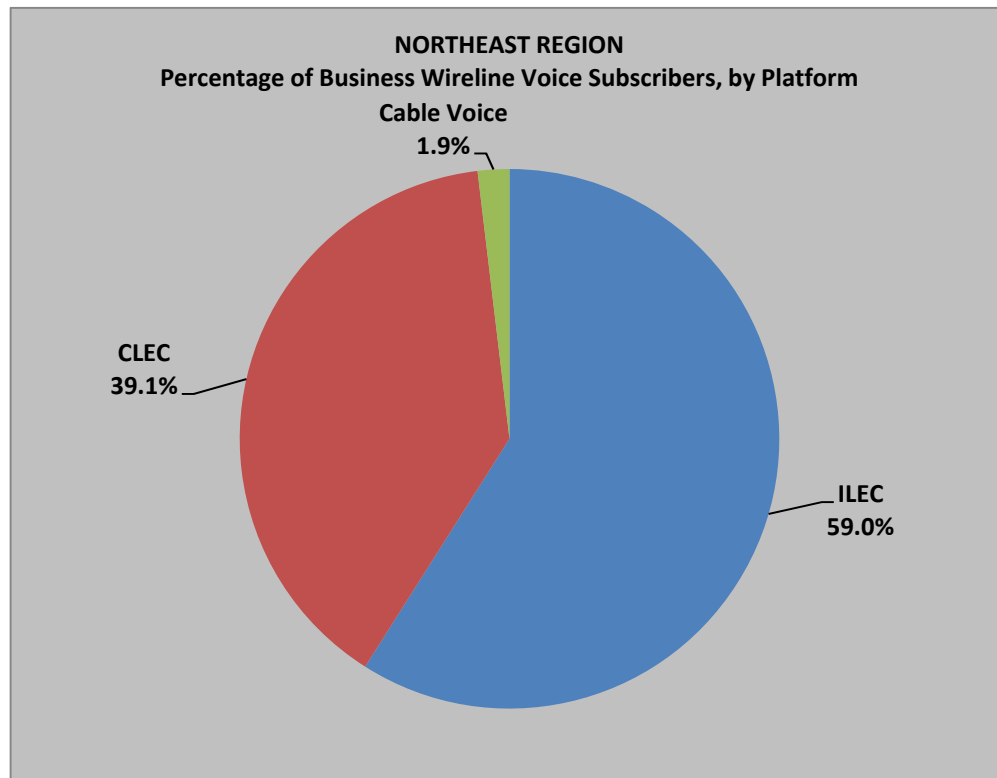


Figure NE-9: Market Shares for Business Voice Services by Platform, December 2008



### III. Wireless Voice

Figure NE-10: Availability of Wireless Voice by Number of Providers, December 2008

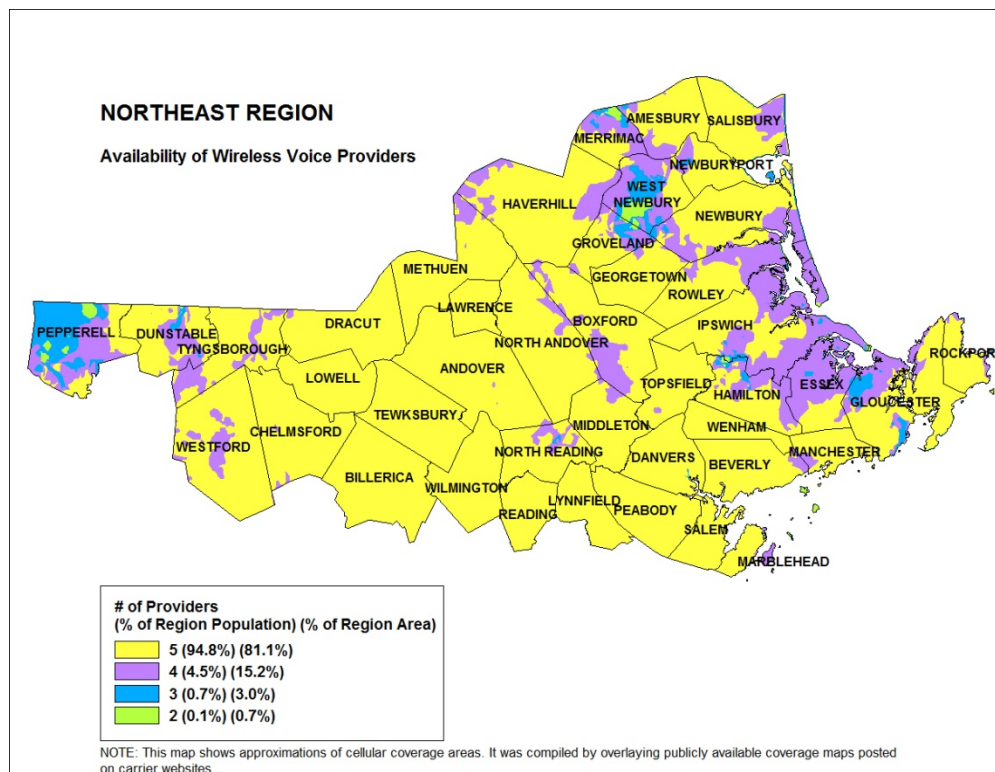
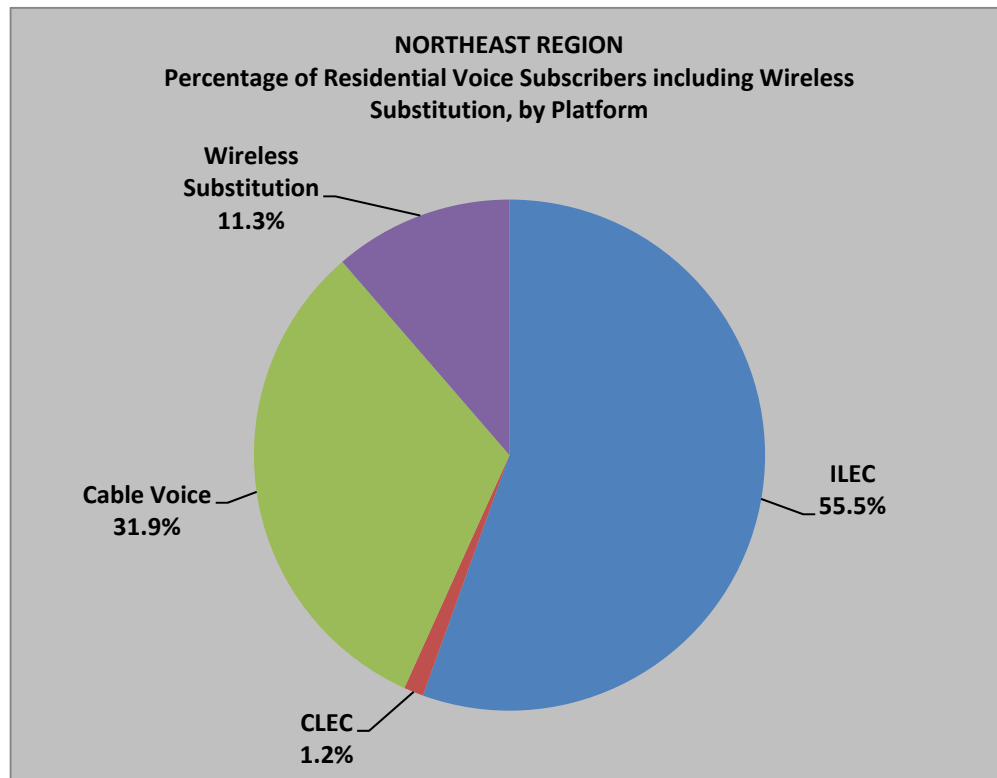




Figure NE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



#### IV. Cable Video

Figure NE-12: Incumbent Cable Video Service Providers, 2008

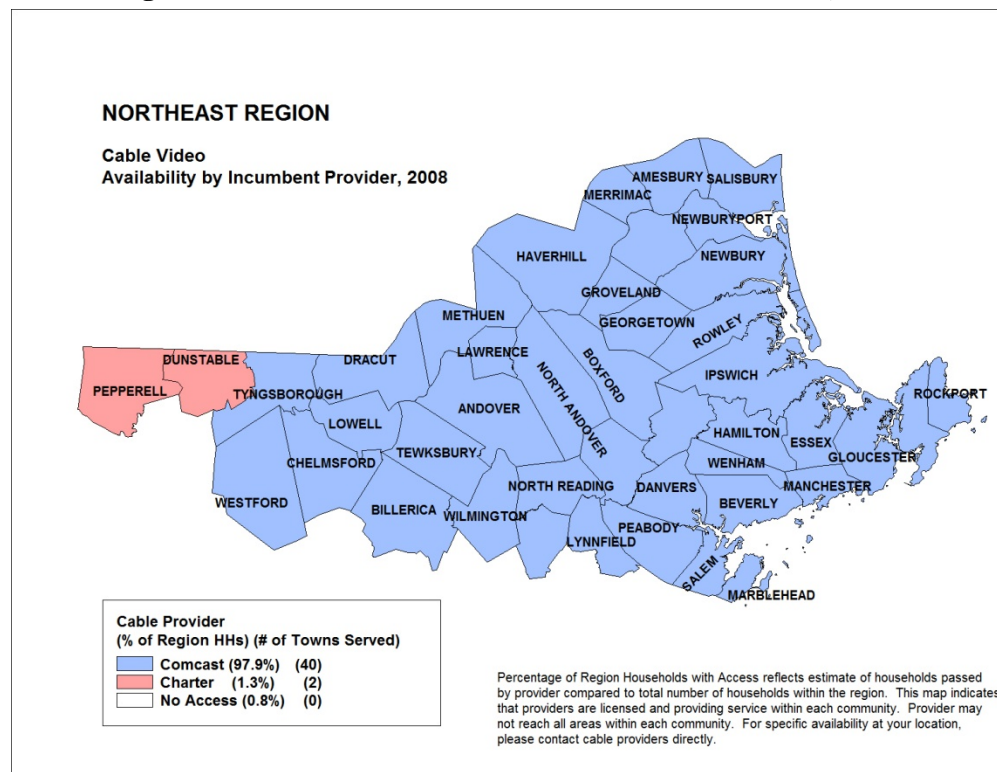


Figure NE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

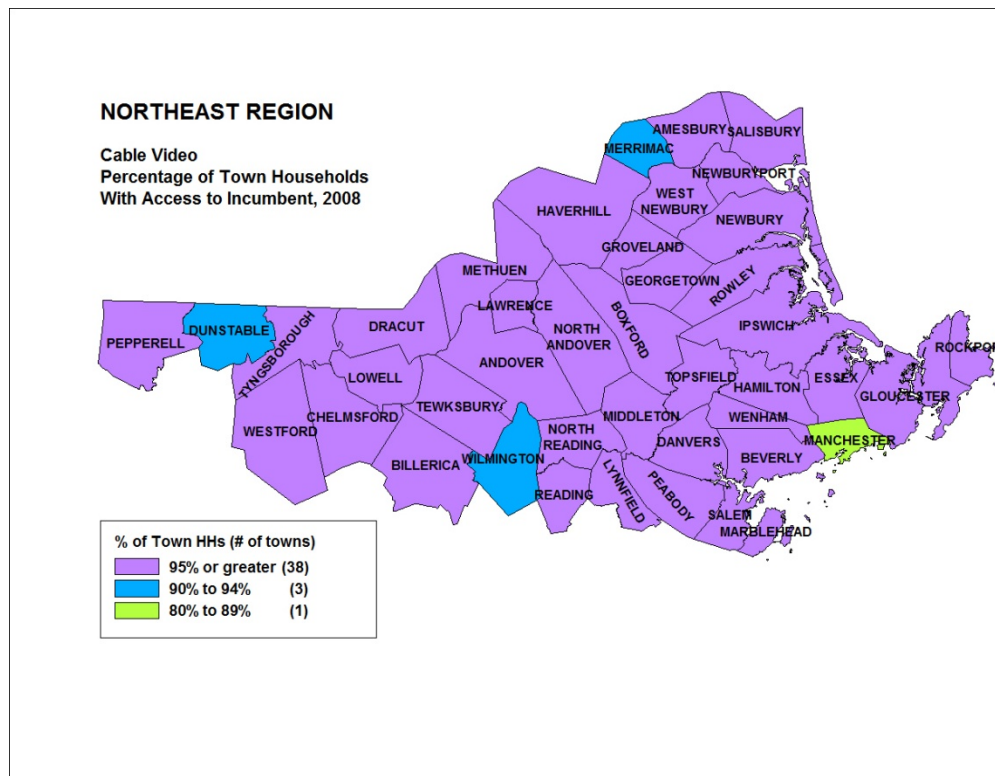


Figure NE-14: Active Cable Video Service Providers, December 2007

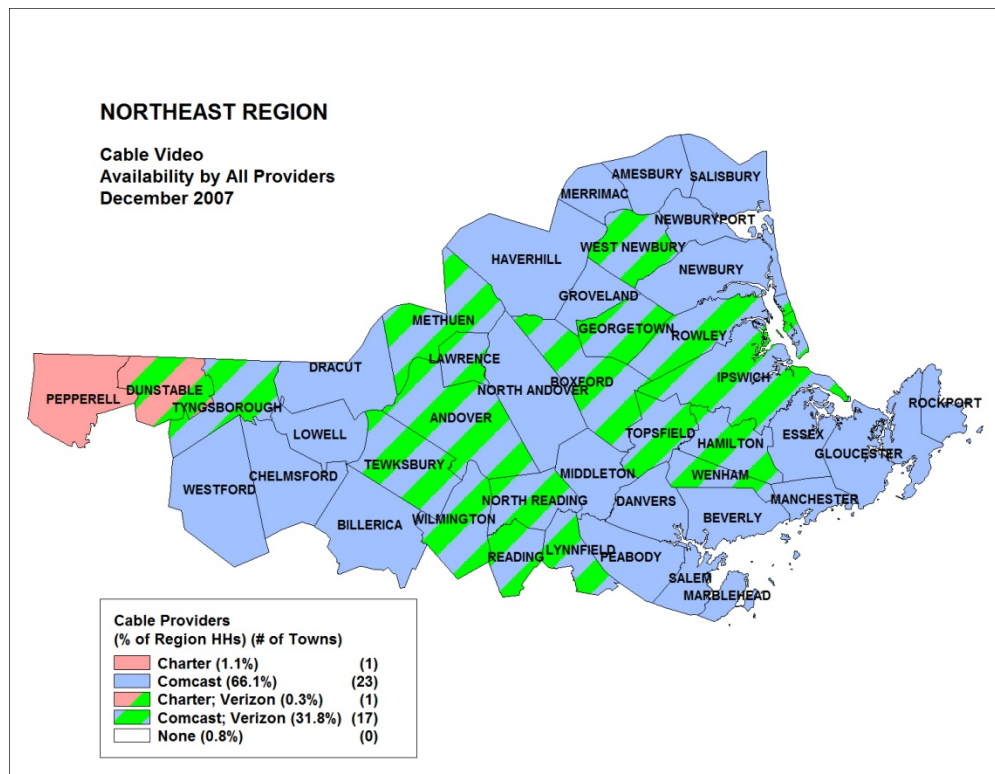


Figure NE-15: Active Cable Video Service Providers, December 2008

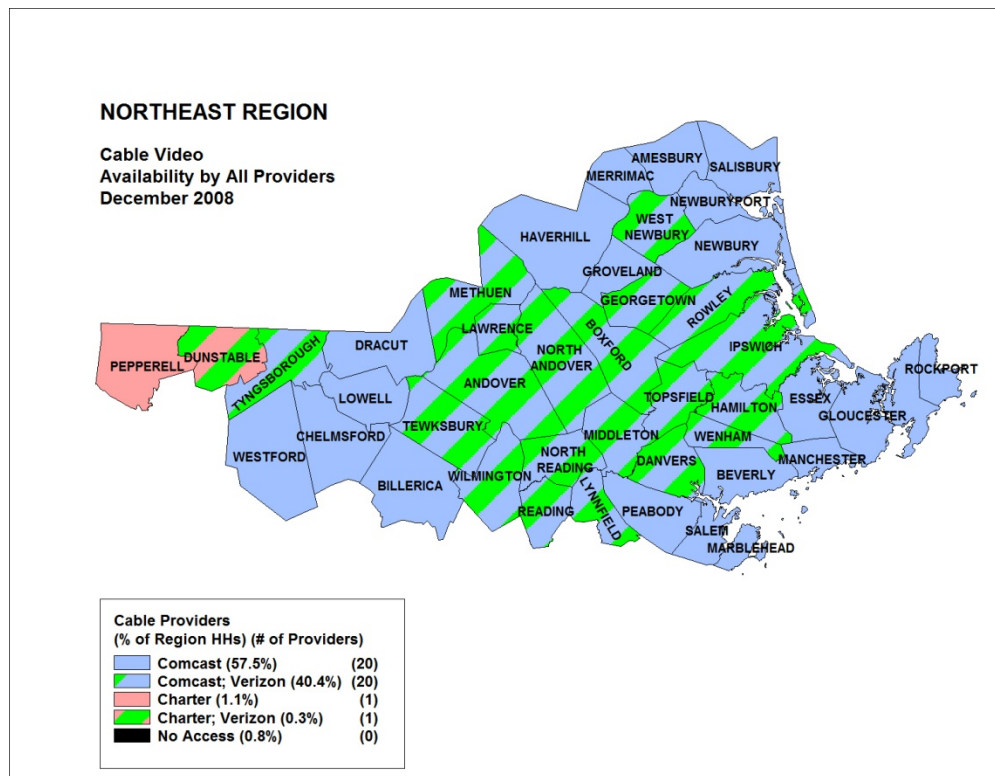


Figure NE-16: Active Cable Video Service Providers, June 2009

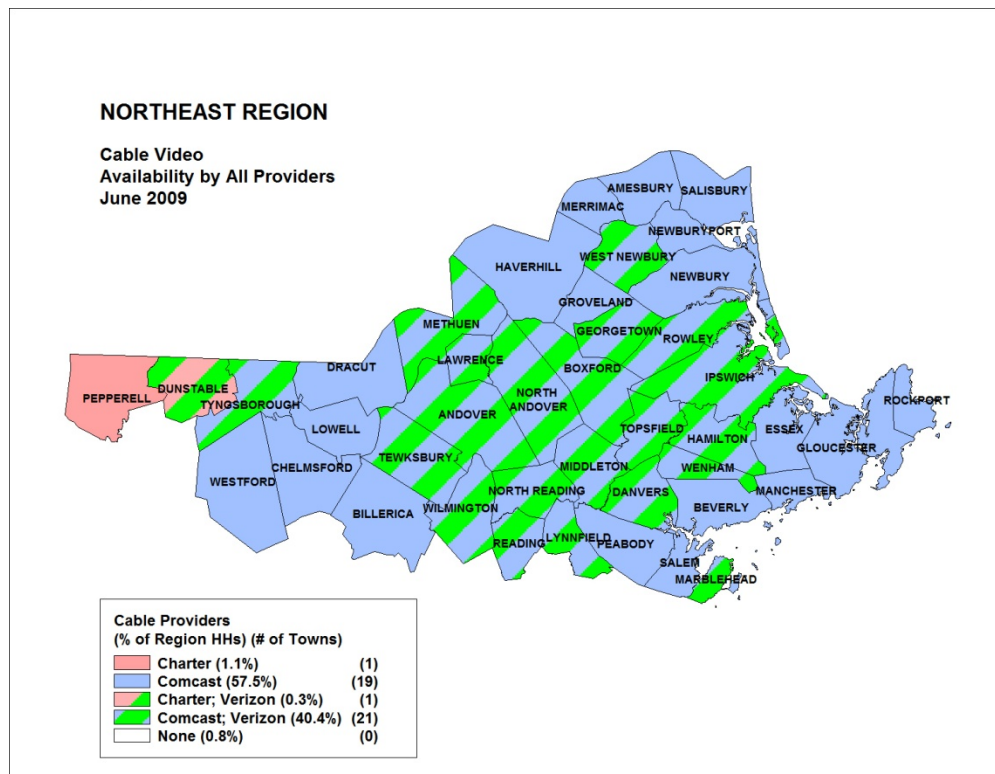




Figure NE-17: Cable Video Subscribers, by Provider, 2005-2008

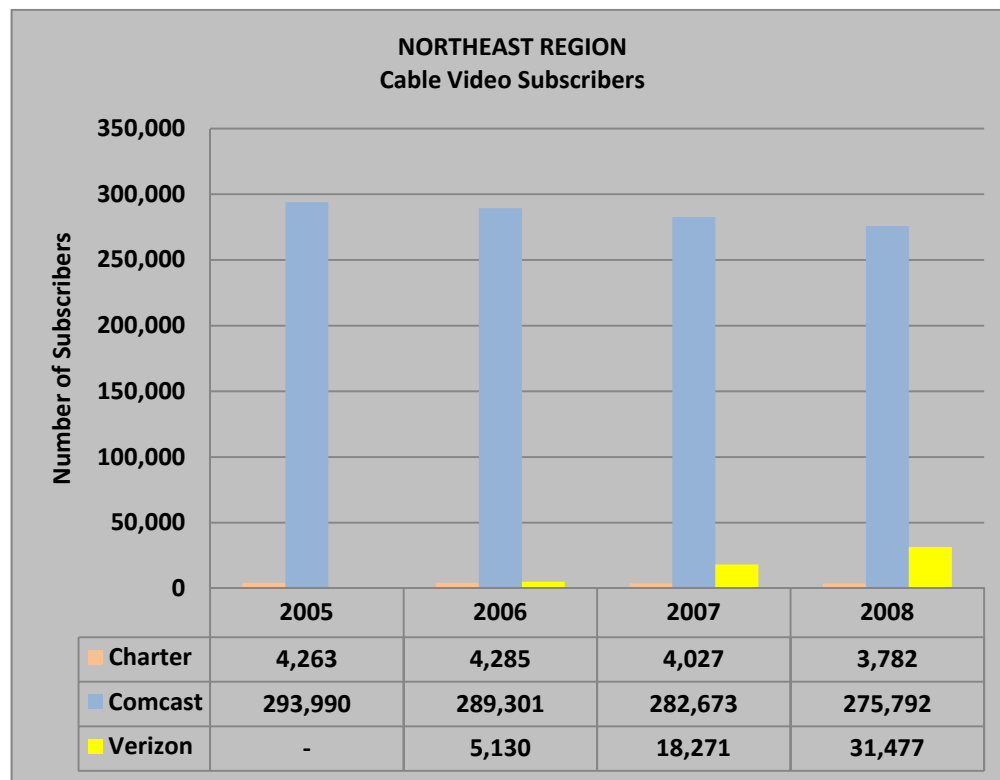


Figure NE-18: Incumbent Cable Video Provider Complaints, 2005-2008

